

Interactive Customer Evaluation System ICE

A product of
Quality Management Office (QMO)
Washington Headquarters Services
Planning & Evaluation Directorate

1 September 2007

Background

- Initial concept developed - August 1998
- Prototype and Beta tests of standalone systems (ICE 1.x)
- Re-design to a Central DoD-wide system (ICE 2.x) – May 2001
- Current version: ICE 2.2.6

The logo features the letters "ICE" in a bold, blue, sans-serif font. To the left of the text are three sets of concentric circles, resembling ripples in water, rendered in a lighter blue color. The entire graphic is positioned in the bottom right corner of the slide.

ICE

Who Uses ICE?

- Available to all DoD organizations
- Used by customers around the globe
- Used by all military branches and many OSD agencies and activities
- Currently over 500 active ICE sites
- Currently about 23,000 active comment cards
- Over 1.6 million submissions have been collected

The logo for ICE (Intelligence Community Enterprise) is located in the bottom right corner. It consists of the letters "ICE" in a bold, blue, sans-serif font. The letters are slightly stylized, with the "I" and "C" being taller than the "E". The background of the slide features faint, concentric circular patterns in a lighter blue shade, resembling ripples in water.

What is ICE?

- The ICE application is a **web based tool** for collecting customer feedback (ratings and comments) related to the quality of services and/or products provided by DoD facilities. This collection is accomplished on an ongoing basis via online comment cards.
- Provides features for authorized users to get notification of submissions, track responses, review summarized results and set up their own comment cards
- **Part** of an organization's customer service improvement process

The logo for ICE, consisting of the letters 'I', 'C', and 'E' in a stylized, blocky font. The letters are white with a blue outline and are set against a background of concentric blue circles, resembling ripples in water.

ICE

Collecting Feedback

- ICE provides a faster, easier way to collect feedback from customers
- *Provides consistent and easy navigation to comment cards*
- *Provides simple and consistent submission of ratings and text comments*

The logo for ICE (Innovative Customer Experience) is located in the bottom right corner. It features the letters "ICE" in a bold, blue, sans-serif font. Behind the text are several concentric, light blue circles of varying sizes, creating a ripple effect that extends across the bottom half of the slide.

ICE



Welcome to ICE

ICE allows DoD customers to rate products and services provided by DoD offices and facilities worldwide. Your comment card ratings are used to improve the products and services available to you.

[ICE demo site](#)

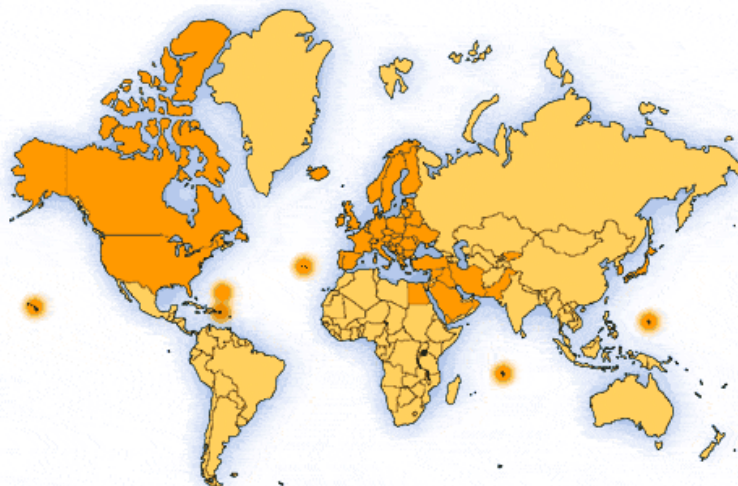
Locate sites by branch

Army	Navy	Air Force	Marine Corps	OSD, Agencies & Activities	National Guard
• CONUS • Europe • Pacific • Other	• CONUS • Europe • Pacific • Other	• CONUS • Europe • Pacific • Other	• CONUS • Pacific	• CONUS • Europe • Pacific	• CONUS

Locate sites by geographical drill-down



Pentagon
services



Multi-location
sites

Alphabetical listing of sites: ☒ (click to expand site list)

[Top of Page](#)



Site Name/Location Search:



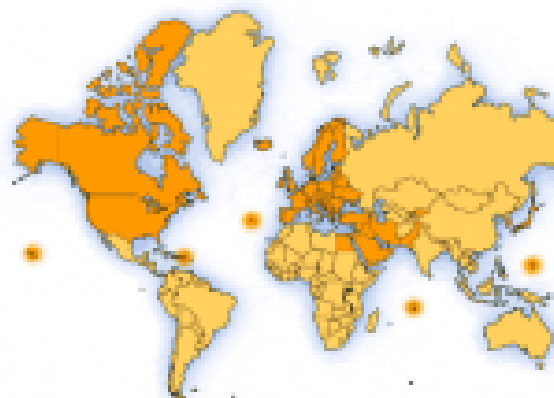
Welcome to ICE

ICE allows DoD customers to rate products and services provided by DoD offices and facilities worldwide. Your comment card ratings are used to improve the products and services available to you.

Locate sites by branch

Army	Navy	Air Force	Marine Corps	Grid, Age & Active
• COMUS	• COMUS	• COMUS	• COMUS	• COMUS
• Europe	• Europe	• Europe	• Pacific	• COMUS
• Pacific	• Pacific	• Pacific		• Europe
• Other	• Other	• Other		• Pacific

Locate sites by geographical drill-down

Alphabetical listing of sites: ☒ (click to expand site list)[Top of Page](#)[GMO](#) - [California](#) - [Neddon](#) - [The White House](#) - [GSA](#)

Service Provider Search:

Name: Query/Find MGAS

Welcome to Marine Corps Air Station Cherry Point's ICE Site



Name of this Armed Service Branch Wing

Thank you for taking the time to rate us and provide us with your comments and suggestions. Your feedback will help us maintain the quality of excellence you expect.

[Additional Information about this ICE Site](#)[MCAS Cherry Point - http://www.cherrypoint.usmc.mil](http://www.cherrypoint.usmc.mil)

To find a service provider you wish to rate, click on the service category below that best describes the service/product, or enter the name or location in the service provider search field at the top right of the page and click the Go button.

Acquisition & Supply

For example: Contracting, Supply...

Administration

For example: Legal Services, Driver's Licenses, Mail Room...

Communications

For example: Post Office, Phone Service, Computer Support...

Dining

For example: Canteen, snack bars, Dining Halls, Restaurant...

Education & Training

For example: JROTC Schools, Education Centers, GED Program, Training, Library...

Information Technology

For example: Computer Repair, Email Services, Network Access, Help Desk...

Money/Finance

For example: Travel Aid, Military Pay, Civilian Pay, Contractor Invoice Payment, Budget...

Operational Support

For example: Ship Repair, Aviation Maintenance, Equipment & Material Maintenance...

Personnel Services

For example: Military Personnel, Civilian Personnel, Benefits, Spouse Employment, Labor Relations, Equal Employment Opportunity...

Recreation



Welcome to Demo Site 1's ICE Site



This is a demo site for the purpose of reviewing the capabilities of our ICE system. Please feel free to explore this demo site and submit test comment cards.

**** DO NOT use this demo site to contact ICE user support or your local site manager. Please use the Contact Form link on the About ICE page to contact ICE User Support.**

**** DO NOT use this demo site to submit comments about actual sites or service providers. Please access the appropriate ICE site and associated comment cards to make actual ratings and comments.**

 [Additional information about this ICE Site](#)

To find a service provider you wish to rate, click on the service category below that best describes the service/product, or enter the name or location in the service provider search field at the top right of the page and click the Go button.

[Acquisition & Supply](#)

For example: Contracting, Supply...

[Administration](#)

For example: Legal Services, Driver's Licenses, Mail Room...

[Communications](#)

For example: Post Office, Phone Service, Graphics Support...

[Dining](#)

For example: Clubs, Snack Bars, Dining Halls, Restaurants...

[Information Technology](#)

For example: Computer Repair, E-mail Services, Network Access, Help Desk...

[Money/Finance](#)

For example: Travel Pay, Military Pay, Civilian Pay, Contractor Invoice Payment, Budget...

[Operational Support](#)

For example: Ship Repair, Aviation Maintenance, Equipment & Material Maintenance...

[Parking](#)

For example: Parking Control, Parking Passes...



Customer Technical Representatives Comment Card

 Information about this service provider (if it is, directly, contacts, etc.)

Customer Services:

Facility Appearance:	☐ Excellent	☐ Good	☐ OK	☐ Poor	☐ Awful	☒ N/A
Employee/Staff Attitude:	☐ Excellent	☐ Good	☐ OK	☐ Poor	☐ Awful	☒ N/A
Timeliness of Service:	☐ Excellent	☐ Good	☐ OK	☐ Poor	☐ Awful	☒ N/A
Hours of Service:	☐ Excellent	☐ Good	☐ OK	☐ Poor	☐ Awful	☒ N/A
Did the product or service meet your needs:	☐ Yes ☐ No ☒ N/A					

Satisfaction:

Were you satisfied with your experience at this office / facility?: ☐ Yes ☐ No ☒ N/A

Comments & Recommendations for Improvement: (up to 4080 characters) (optional)

If you would like a response, please check the Response Requested checkbox and enter your name and your phone number and/or your email below. Unless a response is requested, name, phone and email are optional.

Response Requested ☐

Name: (optional)

Phone: (optional)

Email: (optional)

Reference Number: (optional)

Privacy Advisory: The information you provide will be used to improve our service. The contact information, if you provide any, will only be used to respond to your request for information. If you do not provide any contact information, your identity will remain unknown. However, all comments will be reviewed whether or not you identify yourself.

[Submit Comment Card](#)

Thank you for taking the time to complete this comment card. Your opinions are very important to us.

OMB 0704-026, expires 20 Aug 2006

EO 12812-02, expires 30 Apr 2007



Warehouse Operations Comment Card



Information about this service provider (FAQs, Events, Contacts, Links)

Customer Service:

Facility Appearance	☐ Excellent	☐ Good	☐ OK	☐ Poor	☐ Awful	☒ N/A
Employee/Staff Attitude	☐ Excellent	☐ Good	☐ OK	☐ Poor	☐ Awful	☒ N/A
Timeliness of Service	☐ Excellent	☐ Good	☐ OK	☐ Poor	☐ Awful	☒ N/A
Hours of Service	☐ Excellent	☐ Good	☐ OK	☐ Poor	☐ Awful	☒ N/A
Did the product or service meet your needs?						☐ Yes ☐ No ☒ N/A

Satisfaction:

Were you satisfied with your experience at this office / facility?	☐ Yes ☐ No ☒ N/A
--	---

Comments & Recommendations for Improvement: (up to 4000 characters) (optional)

Note: Six standard questions and a text comments field are displayed on every card

If you would like a response, please check the Response Requested checkbox and enter your name and your phone number and/or your email below. Unless a response is requested, name, phone and email are optional.

Response Requested ☐

Name: (optional)

Phone: (optional)

Email: (optional)

Reference Number: (optional)

Privacy Advisory: Unless you provide your name, phone, email address or otherwise identify yourself in the text comments on the comment card, all submitted information and comments will remain anonymous. No attempt to identify you or your organization will be made unless the comment card submission or set of submissions reflects a credible or potential threat, or reflects a misuse or abuse of the system, or is related to a law enforcement investigation. If you have a complaint and do not provide a phone number or email address, there will be no way of following up with you directly regarding the complaint. However, all comments and complaints will be examined whether or not you supply contact information. Your comment card submission, including the text comments, may be reviewed by multiple people associated to the service provided. This may, in some cases, include higher levels in the service provider's chain of command. By providing comment information in the text comment box, you are acknowledging that the information provided may be reviewed throughout the organization to which the comment was submitted, and, possibly at higher organization levels within the ICE system.

[Submit Comment Card](#)

Thank you for taking the time to complete this comment card. Your opinions are very important to us.

OMB 0704-0420, expires 31 OCT 2009

RCS DD-DA&M(AR)2124, expires 28 FEB 2010

Collecting Feedback

- Online Comment card system
(not a survey system)
- Continuous
- Anonymous
- Passive System
- Answering each question is optional
- Open to everyone
- Available from anywhere at anytime

Collecting Feedback

- Intended to collect feedback from the individual users (customers) of quality of life services provided at installations throughout DoD
 - Not intended to collect the feedback of a group representative or third party
 - Not intended to collect info about an organization or office from its employees (e.g. Employee surveys , Organizational assessments)
- Organizations can only collect data on service providers that their organization owns or has permission from the owner

Notification of Feedback

- ICE provides immediate customer feedback to the manager
- Email is sent to the assigned manager each time a submission is made

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ICE

Tracking Responses

- ICE provides authorized users a consistent method to record and track responses to feedback
- ICE provides an effective method for leadership to oversee that managers are responding to feedback

The logo for ICE (Institutional Change Engine) is located in the bottom right corner. It features the letters "ICE" in a bold, blue, sans-serif font. Behind the text are several concentric, light blue circles of varying sizes, creating a ripple effect. The entire logo is set against a solid blue background.

ICE

[Home](#) » [Admin Main](#) » Customer Follow-up FORT DEMO GARRISON

Customer Follow-up for FORT DEMO GARRISON

Filter by : ☒ Date Range ☐ Month/Year

Last 30 Days ▾

Jan ▾

2006 ▾

Follow-up Summary

Category	Total	Total Followed-Up	% Followed-Up
All Submissions	27	1	4 %
Submissions w/ Comments	14	1	7 %
Submissions w/ Contact Info provided	5	1	20 %
Submissions w/ Response Requested	2	1	50 %

Click on the Service Provider's name to view submitted comments and detailed follow-up information or click '[View All](#)' to see comments and details for all service providers listed here.

Service Provider	*Attempted Follow-ups as a % of ...					
	Submissions w/ Comments		Submissions w/ Contact Info		Submissions w/ Response Requested	
Warehouse Operations	0/1	0 %	0/0	N/A	0/0	N/A
Kristen's Krab Shak (Builting 1234)	0/1	0 %	0/0	N/A	0/0	N/A
Jones Chicken and Waffles (Columbia, SC)	1/1	100 %	1/1	100 %	1/1	 100%
Joes Diner (west street)	0/0	N/A	0/0	N/A	0/0	N/A
Joe's Dirt Farm (123 Dirt Farm Rd)	0/1	0 %	0/1	0 %	0/1	 0%
INSCOM Project Foundry (Ft Belvoir, VA)	0/0	N/A	0/0	N/A	0/0	N/A



Follow-Up Information for Doeberry's Pie House

Submission Information:

Date: 06 Dec 05

Customer/Contact Info: Phone: 555-2222

Customer Requested Response: Yes
Reference:

If this comment card was submitted to this service provider in error, follow this link to [move the submission](#) to the appropriate service provider.

Follow-Up Information: Entered by Ice Manager1, 06 Dec 05 EST

Date of Latest Follow-Up: (Ex: 29 OCT 2003)

06 Dec 05 **

Latest Follow-Up Action:

Contacted Customer ▼

Type of Customer Contact:

Telephone ▼

Reason Contact Unsuccessful or Not Performed:

▼

Notes: (Up to 2000 characters)

Thanked customer for her wonderful comment! cw

Answers to questions:

Facility Appearance: Excellent

Reporting Results

- ICE provides extensive reporting
 - Roll-up summaries
 - Drill down to details
 - Group results
 - Organization
 - Site (location)
 - Functional area
 - Individual service provider
 - Custom grouping
 - Filter results
 - Date Range, Functional area, Question answers
 - Results over time

The logo for ICE, consisting of the letters 'I', 'C', and 'E' in a stylized, blocky font. The letters are white with a blue outline and are set against a blue background with concentric circles.



[Home](#) » [Organizational Summary Report](#) » FORT DEMO GARRISON

Organization
Summary

Service Provider
Summary

Question
Summary

Customer
Comments

Activity

Organization Summary for FORT DEMO GARRISON

 FORT DEMO GARRISON

Date Range of report: 19 Jun 06 to 10 Sep 06

Question filters: None

Functional Categories: ALL

[Customize Report Settings](#)

(Click on column headings to change sort order)

[Show printer friendly version](#)

	Responses	% Satisfied
FORT DEMO GARRISON	22	 68%

Organizations Below FORT DEMO GARRISON ▼	Responses	% Satisfied
Ft. Demo - Department of Public Works	3	 67%
Ft. Demo - Directorate of Human Resources	0	Not Rated
Ft. Demo - Directorate of Information Management	0	Not Rated
Ft. Demo - Directorate of Morale Welfare and Recreation	9	 89%
Ft. Demo - Directorate of Security	0	Not Rated
Ft. Demo - Eateries	4	 50%
Ft. Demo - Installation Support Directorates	3	 67%



Home » Site List Options » Site List

Site List

Selected Geographical Category: Pacific Selected Site Type: Bases, Installations, and Multi-location Sites

Date Range of report: 19 Jun 06 to 10 Sep 06

Question filters: N/A

Functional Categories: ALL

[Customize Report Settings](#)

(Click on column headings to change sort order)

[Show printer friendly version](#)

ICE Sites ▼

Search/List All

Card
Submissions

Satisfaction
Responses

% Satisfied

Bases, Installations, and Multi-location Sites

-

-

-

Alameda Military Reservation (Hawaii)

100

74

▼ 84%

Anderson Air Force Base (Tamu, Guam)

170

132

● 59%

Army Contracting Agency, Pacific (Hawaii)

45

40

● 90%

Bellows Air Force Station (Hawaii)

437

419

● 94%

Camp Bonifas (South Korea)

0

0

Not Rated

Camp Carroll (Wonsan, South Korea)

81

36

● 50%

Camp Casey (South Korea)

16

13

● 31%

Camp Castle (South Korea)

5

3

● 100%

Camp Colburn (Seoul, South Korea)

8

2

● 50%



[Home](#) » [Functional Categories](#)

Functional Category Group Summary for all Service Providers in the DOD

Date Range of report: 19 Jun 06 to 10 Sep 06

All Functional Category Groupings

[Customize Report Settings](#)

(Click on column headings to change sort order)

[Show printer friendly version](#)

Functional Category Groupings ▼	Card Submissions	Satisfaction Responses	% Satisfied
[+] Acquisition & Supply	4581	4183	● 94%
[+] Administration	3137	2726	● 85%
[+] Audio/Visual/Graphics	309	281	● 91%
[+] Chapel	1443	1433	● 99%
[+] Child & Youth Services	2026	1745	▼ 80%
[+] Clubs	2145	1801	▼ 82%
[+] Commissary	354	287	● 48%
[+] Communications	808	698	● 87%
[+] Education Services	2806	2477	● 90%
[+] Emergency Services	280	210	▼ 71%
[+] Exchange - Main	440	364	● 37%
[+] Facility Management	8492	7376	● 97%
[+] Family Services	1537	1342	● 92%

Custom Grouping Report

Date Range of report: 01 Nov 04 to 31 Aug 06

Question filters: None

Functional Categories: ALL

[Customize Report Settings](#)

(Click on column headings to change sort order)

[Show printer friendly version](#)

Service Provider Name Search:

Search

Custom Report	Responses	% Satisfied
Custom Grouping Report	26	 77%

The title of this custom report along with the service providers displayed below were selected by an ICE manager and do not necessarily represent any particular organization or ICE site.

Service Providers 	Responses	% Satisfied
Bowling Alley (Bldg5531)	9	 89%
Business Support (Bldg 100)	1	 100%
Example Service Provider	0	Not Rated
Glennland	2	 100%
Jack Sprat's Lean Gym ((Rec Complex))	1	 100%
Joe's Crab Shack	3	 33%
Telephone Services	6	 83%



[Home](#) » [Organization Search](#) » FORT DEMO GARRISON

Organization
Summary

Service Provider
Summary

Question
Summary

Customer
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Organization Summary for FORT DEMO GARRISON

FORT DEMO GARRISON

Date Range of report: 23 Apr 07 to 15 Jul 07

Question filters: None

Functional Categories: ALL

[Customize Report Settings](#)

(Click on column headings to change sort order)

[Show printer friendly version](#)

	Responses	% Satisfied
FORT DEMO GARRISON	70	▼ 80%

Organizations Below FORT DEMO GARRISON ▼	Responses	% Satisfied
Ft. Demo - Department of Public Works	8	▼ 75%
Ft. Demo - Directorate of Human Resources	12	▼ 75%
Ft. Demo - Directorate of Information Management	0	Not Rated
Ft. Demo - Directorate of Morale Welfare and Recreation	10	▼ 80%
Ft. Demo - Directorate of Security	0	Not Rated
Ft. Demo - Eateries	6	▼ 83%
Ft. Demo - Installation Support Directorates	0	Not Rated



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Organization
Summary

Service Provider
Summary

Question
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Customer
Comments

Activity

Question Summary for FORT DEMO GARRISON

Date Range of report: 19 Jun 06 to 10 Sep 06

Question filters: None

Functional Categories: ALL

[Customize Report Settings](#)

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Demo DOD Required Questions

Overall Satisfaction Question	Responses	% Satisfied	-
Were you satisfied with your experience at this office / facility?	22	▼ 68%	-
Standard Scale Questions	Responses	Average Rating	% Top Rating
Facility Appearance	33	▼ 3.67	36%
Employee/Staff Attitude	34	▼ 3.79	41%
Timeliness of Service	31	▼ 3.77	35%
Hours of Service	29	▼ 3.69	31%
Yes/No Questions	Responses	% Yes	-
Did the product or service meet your needs?	16	▼ 75%	-



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Organization
Summary

Service Provider
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Question Results Over Time for FORT DEMO GARRISON

Question: Were you satisfied with your experience at this office / facility?

Date Range of report: 19 Jun 06 to 10 Sep 06

Question filters: None

Functional Categories: ALL

[Customize Report Settings](#)

(Click on column headings to change sort order)

[Show printer friendly version](#)

Date Periods	Responses	% Satisfied	
19 Jun 06 - 25 Jun 06	3	100%	
26 Jun 06 - 02 Jul 06	2	50%	
03 Jul 06 - 09 Jul 06	3	100%	
10 Jul 06 - 16 Jul 06	10	60%	
24 Jul 06 - 30 Jul 06	1	100%	
07 Aug 06 - 13 Aug 06	1	0%	
14 Aug 06 - 20 Aug 06	2	50%	
Total:	22	68%	

Ratings are not meaningful until at least 25 responses have been entered.

Standard Scale Questions	Responses	Average Rating	% Top Rating
Facility Appearance	21	▼ 3.52	19%
Employee/Staff Attitude	18	▼ 3.56	22%
Timeliness of Service	20	▼ 3.65	10%
Hours of Service	19	▼ 3.42	5%
Yes/No Questions	Responses	% Yes	-
Did the product or service meet your needs?	13	● 85%	-
Additional Questions			
Standard Scale Questions	Responses	Average Rating	% Top Rating
How were the lanes?	23	▼ 3.83	35%
How did the food taste?	18	▼ 3.61	22%
How was the Customer Service at the Pro-shop?	15	▼ 3.73	33%
How would you rate the lanes	16	▼ 3.75	25%
Yes/No Questions	Responses	% Yes	-
Have you participated in Lane Quake	21	71%	-
Did you enjoy the Pro-shop?	5	60%	-
Multiple Choice Questions	Responses	% of Responses	-
How much time did you wait for a Customer Service Representative?	14	-	-
-- 0-15 minutes	9	64%	-
-- 16-30 minutes	5	36%	-
-- 31-45 minutes	0	0%	-



[Home](#) » [Settings](#)

Report Settings

Date Filter:

☒ Use Quick Dates	☐ Use Custom Weeks	☐ Use Custom Months
Last 12 Weeks ▾	Start Day: 19 Jun 06 ▾	Start Month: Aug 06 ▾
	End Day: 10 Sep 06 ▾	End Month: Aug 06 ▾

Additional ICE Filters:

Functional
Categories

Question
Filters

ALL Categories

- Not Categorized (Group)
 - Not Categorized
- Acquisition & Supply (Group)
 - Acquisition & Supply - not otherwise specified
 - Central Issue
 - Contracting
- Administration (Group)
 - Administration - not otherwise specified
 - VAT
- Audio/Visual/Graphics (Group)
 - Audio/Visual/Graphics

Filters

☐ ON/OFF

If **ON** is checked, ICE Reports will be filtered based on the Filter Option(s) selected below.

Select one option per question for up to **5** questions.

Filter Option

Filter Question

Select Option ▼

How were the lanes?

Select Option ▼

Have you participated in Lane Quake

16-30 minutes ▼

How much time did you wait for a Customer Service Representative?

Select Option ▼

How did the food taste?

No ▼

Did you enjoy the Pro-shop?

Select Option ▼

How was the Customer Service at the Pro-shop?

Select Option ▼

How would you rate the lanes

Select Option ▼

Were you satisfied with your experience at this office / facility?

Select Option ▼

Did the product or service meet your needs?

Select Option ▼

Facility Appearance

Select Option ▼

Employee/Staff Attitude

Select Option ▼

Timeliness of Service

Select Option ▼

Hours of Service

Date Range of report: 01 Dec 04 to 30 Sep 06

Functional Categories: N/A

Question filters: 2

How much time did you wait for a Customer Service Representative? **16-30 minutes**

Did you enjoy the Pro-shop? **No**

[Customize Report Settings](#)

[Show printer friendly version](#)

Demo DOD Required Questions

Overall Satisfaction Question	Responses	% Satisfied	-
Were you satisfied with your experience at this office / facility?	1	 0%	-
Standard Scale Questions	Responses	Average Rating	% Top Rating
Facility Appearance	1	 2.00	0%
Employee/Staff Attitude	1	 3.00	0%
Timeliness of Service	1	 4.00	0%
Hours of Service	1	 2.00	0%
Yes/No Questions	Responses	% Yes	-
Did the product or service meet your needs?	1	 0%	-
Additional Questions			
Standard Scale Questions	Responses	Average Rating	% Top Rating
How were the lanes?	1	 1.00	0%
How did the food taste?	1	 3.00	0%
How was the Customer Service at the Pro-shop?	0	Not Rated	-

Standard Scale Questions	Responses	Average Rating	Rating
Facility Appearance	1	 2.00	0%
Employee/Staff Attitude	1	 3.00	0%
Timeliness of Service	1	 4.00	0%
Hours of Service	1	 2.00	0%
Yes/No Questions	Responses	% Yes	-
Did the product or service meet your needs?	1	 0%	-
Additional Questions			
Standard Scale Questions	Responses	Average Rating	% Top Rating
How were the lanes?	1	 1.00	0%
How did the food taste?	1	 3.00	0%
How was the Customer Service at the Pro-shop?	0	Not Rated	-
How would you rate the lanes	1	 4.00	0%
Yes/No Questions	Responses	% Yes	-
Have you participated in Lane Quake	1	0%	-
Did you enjoy the Pro-shop?	1	FILTERED BY	-
Multiple Choice Questions	Responses	% of Responses	-
How much time did you wait for a Customer Service Representative?	1	-	-
-- 0-15 minutes	0	0%	-
-- 16-30 minutes	1	FILTERED BY	-
-- 31-45 minutes	0	0%	-

ICE Reports

- Reflect responses to each question separately
- Reflect results only of people who actually submitted cards (not entire population)
- Rating are not meaningful until there is a statistically significant number of responses

ICE Reports

- Intended to point out services that may need attention
- Intended to allow general comparisons between service providers
- Intended to highlight general trends of improvement or decline
- Intended to give management a general sense of how customers rate their services (customer satisfaction)
 - Not intended to be used as the sole or main source
 - For determining contract compliance or other legal agreements
 - For determining bonuses or other employment actions

The logo consists of the letters "ICE" in a bold, blue, sans-serif font. The letters are slightly shadowed, giving them a three-dimensional appearance as if they are floating above the background. The background features faint, concentric circular patterns in a lighter shade of blue.

Setup Comment Cards

- ICE enables authorized users to setup their own comment cards
 - Add service provider specific questions
 - 6 standard questions are displayed on every card
 - Add service provider info
 - Set manager access
 - Set where the service provider's result show on reports

The logo for ICE, consisting of the letters 'I', 'C', and 'E' in a bold, blue, sans-serif font. The letters are slightly shadowed, giving them a 3D appearance as if they are floating above the background. The background features faint, concentric circular patterns resembling ripples in water.



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Announcements](#)

Update Bowling Alley Information

Warning: Do NOT enter **personally identifying information** on the service provider maintenance pages. Information entered on these pages will be displayed on the customer (public) side of ICE.

Notice: Due to the caching of certain web pages, updates to comment cards may not be reflected on the customer side for up to 4 hours after the update is made.

Status:

Enabled/Visible

☐ Hide Service Provider

Name: **

Bowling Alley

Location: (e.g., room number, cross-streets, building name, etc.)

Bldg 244

Hours of Operation:

Description:

(Displayed to Customers on Service Provider Info page.)



Service Provider
Information

Contact
Information

Site
Relationships

Organization
Relationships

Functional
Categories

Service
Categories

Manager
Access

Comment
Cards

Frequently Asked
Questions

Events and
Announcements

New Question Wizard (step 1) Enter Question

Important Reminder - You will not be able to edit this question once it has been added to the ICE database.

Warning: Do not post personally identifying information.

Enter a new question as it should appear on the comment card and click 'Next' to advance through the **New Question Wizard**. To discard the current new question, click 'Cancel'. To finish adding a new question, the 'Finish' button must be clicked in the last step of the **New Question Wizard**.

Question: **

Next »

Cancel

What does the ICE Office provide?

- Maintains system level components of ICE
- Engages DISA to host the system
- Develops application enhancements
- Provides system oversight
- Works with organizations to get them set up on ICE
- Sets up organizational structures and site pages
- Provides site manager training
- Provides user support to site managers
- May provide related services if appropriate (e.g. surveys)
- **All at no charge**

The logo for the ICE Office, featuring the letters "ICE" in a stylized, blue, blocky font with a slight 3D effect. The background of the slide features faint, concentric circular patterns resembling ripples in water.

What does the requesting organization provide?

- Designation of an authorized POC (site manager) for your organization who will:
 - Setup / maintain your service providers
 - Oversee service provider content
 - Support / train of your local users.
 - Provide organizational/policy guidance to local users.
 - Market the system to your customers
- Client hardware or software or network configuration *(if any needed for site specific collection)*

Benefits of ICE

- The ICE application provides
 - Reduced time, effort and cost to collect feedback
 - Easier and more consistent submission process for the customers
 - Immediate feedback to manager
 - More consistent way to track responses which allows better oversight
 - Extensive reporting
 - Reduced time, effort and cost to go from collected data to useable reports
- System hosting, maintenance, support and training provided by QMO at no charge

The logo for ICE, consisting of the letters 'I', 'C', and 'E' in a stylized, blocky font. The letters are white with a blue outline and are set against a blue background with a subtle ripple effect.

ICE

How do I get my organization on ICE?

- Contact ICE User Support
- Assign an ICE POC (site manager)
- Complete the request form
- Work with ICE User Support

The logo consists of the letters 'ICE' in a bold, blue, sans-serif font. To the left of the text are three sets of concentric circles, resembling ripples in water, rendered in a lighter blue color. The entire graphic is positioned in the bottom right corner of the slide.

ICE

Contacts

- ICE User Support
 - ICE.USER.SUPPORT@WHS.MIL
 - 703-696-2420 or 426-2420 (DSN)

The logo features the word "ICE" in a bold, blue, sans-serif font. To the left of the text are three sets of concentric circles, resembling ripples in water, rendered in a lighter blue color. The entire graphic is positioned in the bottom right corner of the slide.

ICE

Questions

ICE





[Home](#) » [Site List Options](#) » [Site List](#)

Site List

Selected Branch: Army **Selected Site Type:** Bases, Installations, and Multi-location Sites

Date Range of report: 14 Aug 06 to 05 Nov 06

Question filters: N/A

Functional Categories: ALL

[Customize Report Settings](#)

(Click on column headings to change sort order)

[Show printer friendly version](#)

ICE Sites ▼		Search/List All	Card Submissions	Satisfaction Responses	% Satisfied
Bases, Installations, and Multi-location Sites			-	-	-
65th Regional Readiness Command (Ft. Buchanan, Puerto Rico)			8	6	▼ 67%
Aberdeen Proving Ground (Maryland)			103	93	▼ 78%
Aliamanu Military Reservation (Hawaii)			117	88	▼ 84%
Allied Rapid Reaction Corps (ARRC) (Rheindahlen, Germany)			4	4	▼ 75%
Alvin York Housing Area (Friedberg, Germany)			7	6	▼ 83%
Amelia Earhart Center (Weisbaden, Germany)			18	15	● 93%
American Arms Hotel/Office Tower (Weisbaden, Germany)			72	68	● 91%
Anderson Barracks (Dexheim, Germany)			290	265	● 95%
Armstrong Barracks (Buedingen, Germany)			212	198	● 96%
Army Contracting Agency The Americas (Fort Sam Houston)			22	22	● 95%